

**USAID/Afghanistan
Statement of Work - Draft
Online Applicant Tracking System**

I. REQUEST FOR INFORMATION (RFI)

USAID's Mission in Afghanistan Requests for Information (RFI) pertaining to an automated Applicant Tracking System that will enable the Mission in creating timely and accurate recruiting/staffing processes; provide and implement an integrated high-level hiring management-efficiency, flexibility, and allow for robust reporting capabilities; which would transform the existing processes.

II. INTRODUCTION/BACKGROUND

USAID/Afghanistan is the largest USAID Mission around the world with a workforce consisting of U.S. Direct Hires (USDHs), Foreign Service Nationals (FSNs), U.S. Personal Service Contractors and Third Country Nationals (TCNs). The Executive Office (EXO) provides leadership for the Mission's human resources programs and policies and manages the overall recruitment process involving Foreign Service Nationals (FSNs), U.S. Personal Service Contractors and Third Country Nationals (TCNs) for various functions and positions. EXO manages the human resource portfolio that seeks to hire the greatest quality of applicants in an efficient manner strengthening competition and integrity in the hiring process.

To assist and streamline in the delivery of HR services pertaining to recruitment, selection, and the on-boarding process EXO is seeking to procure and implement an HR Applicant Tracking System (ATS) for its HR recruitment process when recruiting for FSNs in Afghanistan and US/TCNs from around the world.

III. SYSTEM REQUIREMENTS

EXO is seeking an ATS solution that consolidates, transforms, and integrates the hiring process, thus addressing the current lack of an integrated hiring management system. More specifically, key areas where EXO seeks improvements include:

- Improved process efficiencies
- Enhanced data collection, reporting and data analysis capabilities
- Reduced time to build an announcement or classified position description
- Ability to minimally screen applications
- Decreased potential for errors caused by duplicate data entry
- Reduced human error in hiring process
- Streamlined recruitment process that minimizes time spent in organizing applications and resumes
- Improved user experiences

The ATS should automate and streamline these processes while complying with Federal laws and regulations.

Specifically:

- ATS must be a safe, secure and user friendly online solution that can be accessed anywhere in the world at any time with the ability to sort, file and screen up to 1,000 applications per single job announcement;

- ATS solution should facilitate a proven, simple implementation process that can be completed within a short time frame;
- ATS must provide an employment website that mirrors the graphics and logos of USAID/Afghanistan;
- Per individual solicitation, ATS must provide an online application for users to enter pertinent job recruitment information such as personal data, job experience, education, etc. (online application should request information similar to Application for US Federal Employment (DS-174) and Offeror Information for Personal Services Contracts (AID302-3).
- ATS should further create the possibility to extrapolate the candidate's information into the specific forms of DS-174 and AID302-3 as both forms are required as mandatory by the USG.
- ATS must provide the ability for applicants to attach resumes, cover letters and educational and/or other pertinent documents for specific positions in order to substantiate their eligibility for consideration, if desired, all of which must be stored in the ATS for later retrieval by HR personnel;
- ATS must be able to score (pass/fail) online applications for minimum qualifications;
- The system must allow for the Human Resources staff to view or update any applicant's information throughout the entire application/hiring process and to override the referral status of the applicant. HR staff must be able to transcribe notes associated with any specific position regarding these or other actions. All information in the system must be accessible at any time by HR Staff;
- The new system must provide a reporting mechanism so that HR personnel can use the most current data to create ad-hoc queries and reports;
- The new system should provide the ability to interface with our current Access database;
- Based on a defined rule, system should automatically remove a closed job from view by applicants;
- Applicants will have the capability of printing applications, saving them and exiting the system;
- A built-in client aide validation feature to ensure that error messages are displayed on screen immediately if required data is missing;
- ATS should send an automatic email to each applicant after successful submission of job information;
- ATS should send an automatic 'regret' email to each shortlisted applicant who has not been accepted;

- ATS should have the ability to prevent multiple submissions of application for a single solicitation;
- The system should be able to identify and mark if an applicant has applied for multiple positions during the last six months and is under the recruitment process at any status; while tracking ability of applicants under each stage of the hiring process;
- The system should have tracking ability so that an applicant is marked as his/her application is considered for next step of the recruitment;
- The system must have the ability to isolate “unfavorable” or “BLACK LISTed” applicants who were not able to meet the security and medical clearance standards (revoked/denied), in order to be able and isolate candidates that cannot be considered for employment by the Mission.
- Seamless integration with virtually any Human Resource Information System (HRIS), eliminating redundant data entry and enabling efficient hiring of new employees into USAID/Afghanistan
- The system should allow automated processes enabling a streamlined requisition/offer creation, offer approval and posting as well as candidate profile completion, including parsing
- Enhanced candidate relationship management and engagement through in-built communication modality
- Improving the quality of candidate data mining and search tools to match existing applicants and current employees to open requisitions and pipeline potential candidates
- A system that will house and track candidates originating from various portals

Additional Considerations:

The below is considered optional and EXO requests the contractor to only consider cost and time implications in the below items and provide a narrative to EXO. EXO is more concerned with speed and cost of turnaround on this proposal for an ATS with the requirements above. Please keep the following items in mind, but consider them as options and not requirements at this time.

- Applicants are able to create unique profiles in the ATS, which can store historical information and can apply to positions based on that historic information;
- The applicant should also be able to select different applications if the applicant has multiple applications on file and should be able to (1) update application and/o (2) submit application.

- Applicant should be able to select an option to update and/or to submit previously created and saved applications from main menu with their user ID and password;
- Help hiring supervisors identify their best applicants; supervisors must be able to compose job-related preferred qualification questions for applicants to answer when applying for a specific position. These questions shall be multiple-choice or open-ended and shall serve as a mini interview. Once entered by the applicant during the application process, the responses are evaluated by the ATS to determine whether or not an applicant passes minimum qualifications or as a basis for determining the eligibility of an applicant;
- The ATS must have a dynamic mechanism for weighting and scoring applicant responses based upon equivalencies for combined qualifications (eg levels of experience versus education, etc.). The criteria and scoring for electronically pre-screening applicants shall be determined on a situational basis;
- ATS allows HR staff to input skill test results, EPT results and any other pertinent recruitment related tasks and actions status for each applicant in ATS database;
- Applicants are notified of exam requirements, additional documents or further action that may be required for a position through on-screen notifications;

IV. REPORTS

At a minimum, the ATS shall provide the following report capabilities:

1. Total applications received per solicitation and employee profile (eg total male, female applicants);
2. Able to generate and print a single report for all applications with respective attachments for each solicitation;
3. Hiring ratio (interview to hire, applications to hire);
4. Multiple job requisition reports by hiring manager, recruiter, department, cost center, job code, etc.

V. IMPLEMENTATION AND TRAINING REQUIREMENTS

At a minimum, the Contractor shall meet the following training requirements:

1. System Users (Administration)
 - a. Shall provide knowledge transfer with overviews of system functionality via application previews and demos;
 - b. Work with the EXO team for end user training to ensure EXO's workforce is prepared to accept and utilize new functionality;
 - c. Develop end user training and quick solutions guide materials.
 - d. The system should be able to have a trial period and should be able to accept changes/suggestions post trail period

2. User training (HR Staff and Technical Office)

VI. COMPLIANCE AND CERTIFICATIONS

In order to fully utilize the Applicant Tracking System the prospective vendor must have USAID Chief Information Officer (CIO) Certification and approval to deploy its software within USAID IT platform.

VII. HOW TO SUBMIT A RESPONSE

All comments must be submitted electronically to kblaidexo-procurement@usaid.gov with a copy to Manaye Abera at mabera@usaid.gov and Habib Rahman Amin at hramin@usaid.gov. Responses to this RFI will be accepted through Thursday, May 19, 2016 at 23:59 (Eastern Standard Time). You will receive only an electronic confirmation acknowledging receipt of your response, but will not receive individualized feedback or suggestion. No basis for claims against the U.S. Government shall arise as a result of a response to this request for information or from the U.S. Government's use of such information. Specific questions about this RFI should be directed only to the email addressing identified above. This office shall reserve the right to respond to any inquiries regarding this notice.

The submitted information must not exceed 10 pages. The submitted response should include:

Reference Number:

Submission Date:

Name / Email:

Affiliation / Organization:

Address:

- Short narrative, including capabilities, strengths and expected contributions
- Comments on outputs
- Comments on questions

Please attach any documents that support your comments to the above questions.

USAID is not seeking technical or cost proposals at this time. Do not submit any proposal/application at this time in response to this RFI. Only the information requested above will be considered. Issuance of this notice does not commit the Government to pay for any costs incurred in the preparation of comments.